

Title of Invention: System and Method for Initiating Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

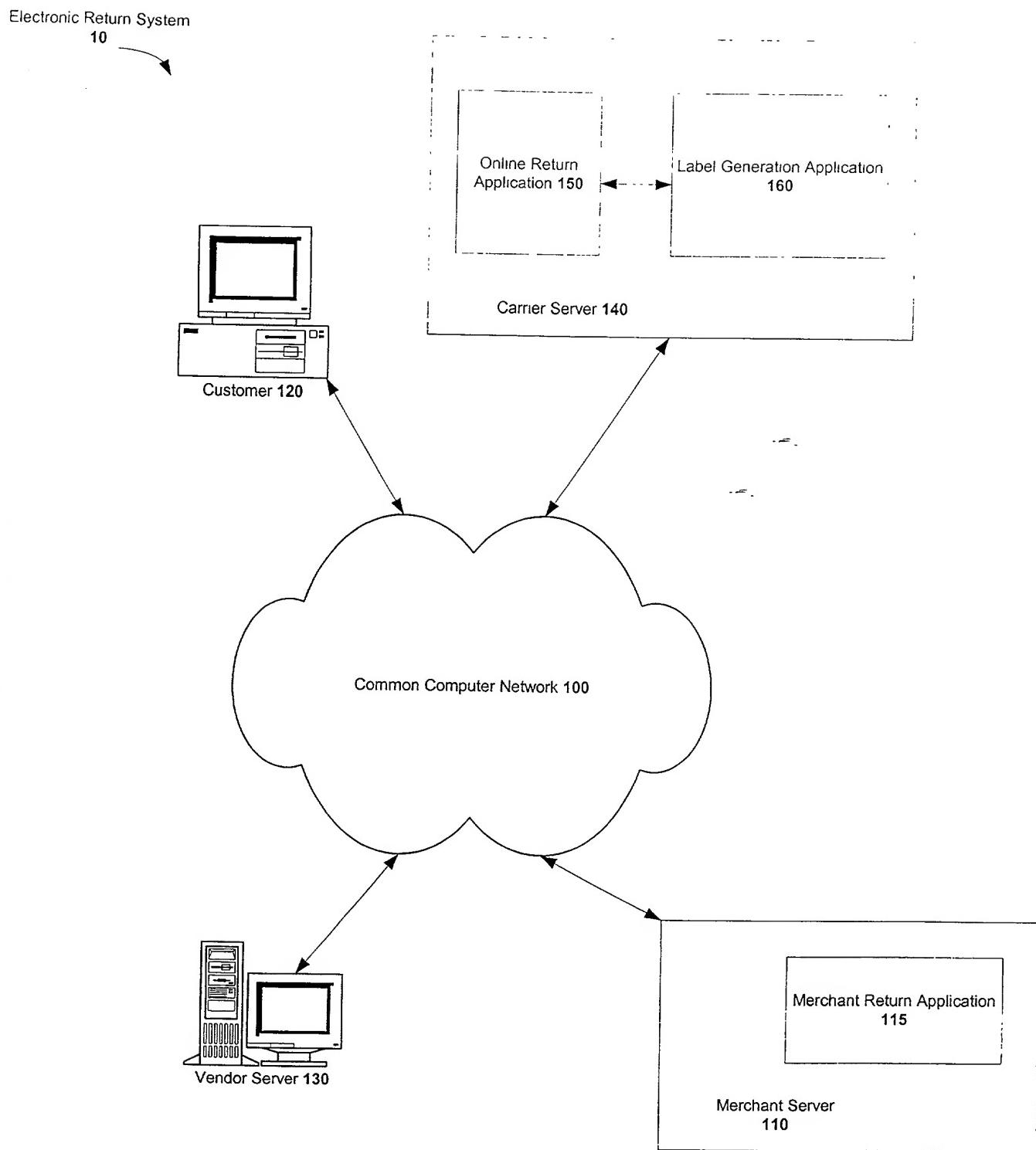


Fig. 1

Title of Invention: System and Method for Initiating Returns Over a Network
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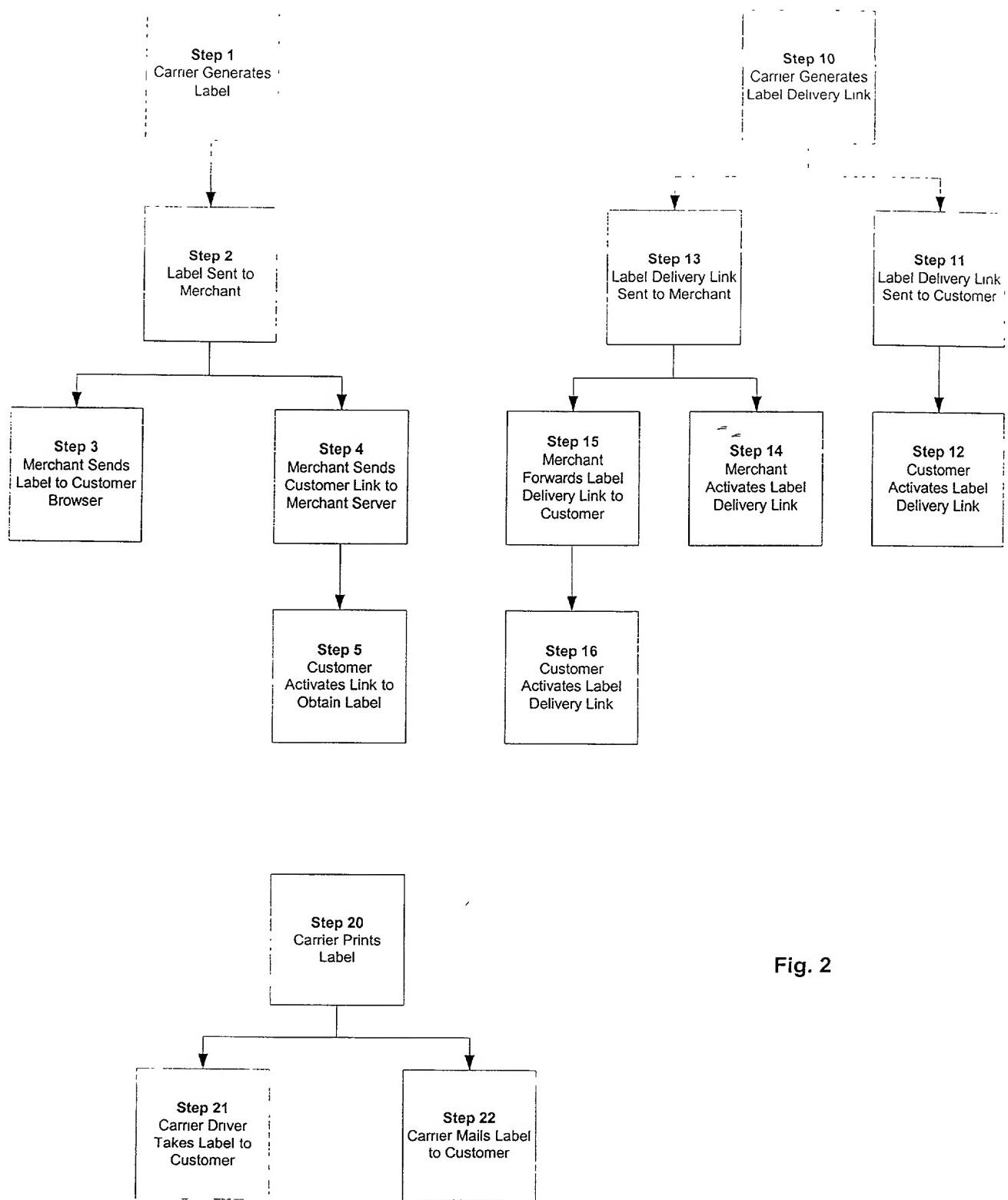


Fig. 2

Title of Invention: System and Method for Initiating Returns Over a Network
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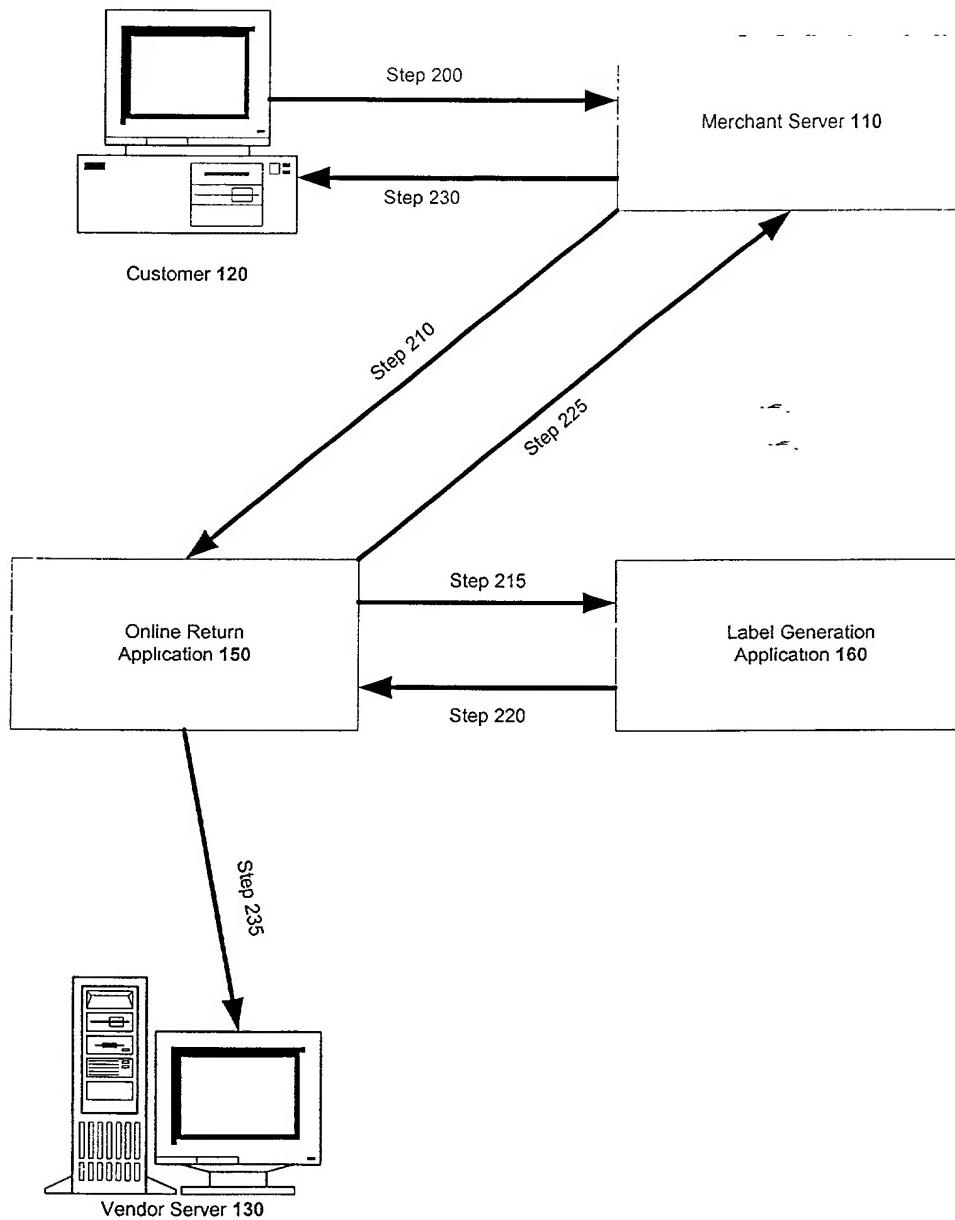


Fig. 3

Attorney's Name: Chalmers et al.
Inventor's Name: Returns Over a Network
Title of Invention: System and Method for Initiating

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American Express
37...1510
Lisa Mondeau

Ship To: Shipping Addresses ← 235

Lisa Mondeau

Click on an order number for more details, including tracking and billing information.

order date	order #	total	status
8/29/2000	8158499	\$63.73	Complete
8/23/2000	8079211	\$11.60	Complete
8/11/2000	7920998	\$45.60	Complete
8/11/2000	7920974	\$22.52	Complete
8/11/2000	7920955	\$22.52	Complete

205 200 210 215 220 225

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COMPLETE ORDER HISTORY

Internet zone

230 235 240 245 250 255 260 265 270 275 280 285 290 295 300 305 310 315 320 325 330 335 340 345 350 355 360 365 370 375 380 385 390 395 400 405 410 415 420 425 430 435 440 445 450 455 460 465 470 475 480 485 490 495 500 505 510 515 520 525 530 535 540 545 550 555 560 565 570 575 580 585 590 595 600 605 610 615 620 625 630 635 640 645 650 655 660 665 670 675 680 685 690 695 700 705 710 715 720 725 730 735 740 745 750 755 760 765 770 775 780 785 790 795 800 805 810 815 820 825 830 835 840 845 850 855 860 865 870 875 880 885 890 895 900 905 910 915 920 925 930 935 940 945 950 955 960 965 970 975 980 985 990 995 1000 1005 1010 1015 1020 1025 1030 1035 1040 1045 1050 1055 1060 1065 1070 1075 1080 1085 1090 1095 1100 1105 1110 1115 1120 1125 1130 1135 1140 1145 1150 1155 1160 1165 1170 1175 1180 1185 1190 1195 1200 1205 1210 1215 1220 1225 1230 1235 1240 1245 1250 1255 1260 1265 1270 1275 1280 1285 1290 1295 1300 1305 1310 1315 1320 1325 1330 1335 1340 1345 1350 1355 1360 1365 1370 1375 1380 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Fig. 4A

223 PM

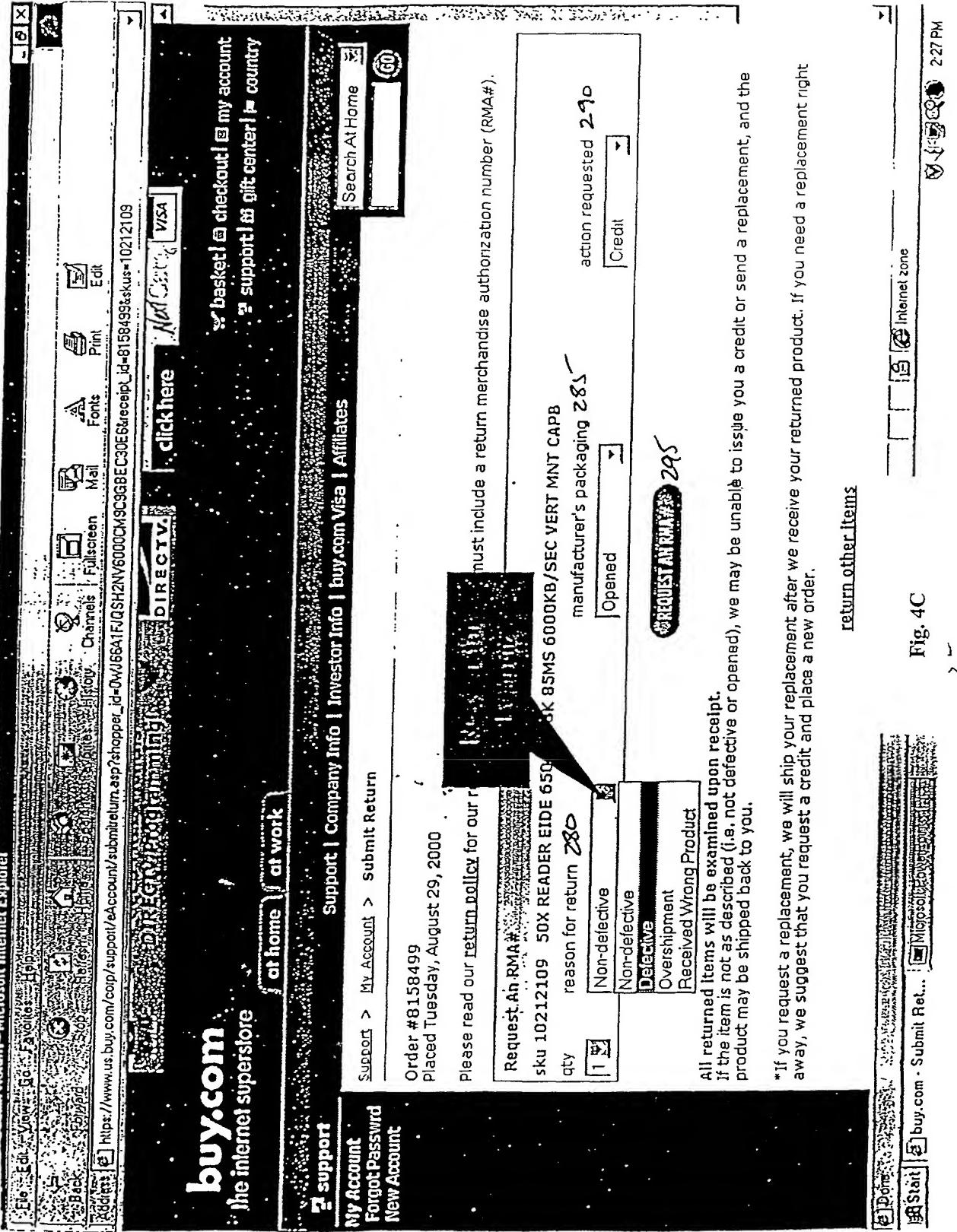
Attorney's Name: Chalmers et al.
 Return's Name: Over a Network
 Title of Invention: System and Method for Initiating Returns Over a Network

My Account	Forgot Password	New Account	Support	Buy.com	The Internet Superstore	at Home at work	Support Company Info Investor Info buy.com Visa Affiliates	Search At Home	View Profile															
Support > My Account > Return		Order #8158499 Placed Tuesday, August 29, 2000		Bill To: Visa Card		Please select the items you wish to return, then click on 'return checked items'.		RETURN CHECKED ITEM(s)																
						<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>SKU</th> <th>Description</th> <th>Qty</th> <th>Price</th> <th>RMA#</th> </tr> </thead> <tbody> <tr> <td>10221520</td> <td>56K V90 KELIX DUAL MODE PCI D/F/V MODEM MOTOROLA CHIP</td> <td>1</td> <td>\$21.07</td> <td>10910*</td> </tr> <tr> <td>10212109</td> <td>50X READER EIDE 6.5GB 128K 85MS 6000KB/sec VRT MNT CAPB</td> <td>1</td> <td>\$37.34</td> <td></td> </tr> </tbody> </table>		SKU	Description	Qty	Price	RMA#	10221520	56K V90 KELIX DUAL MODE PCI D/F/V MODEM MOTOROLA CHIP	1	\$21.07	10910*	10212109	50X READER EIDE 6.5GB 128K 85MS 6000KB/sec VRT MNT CAPB	1	\$37.34			
SKU	Description	Qty	Price	RMA#																				
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10212109	50X READER EIDE 6.5GB 128K 85MS 6000KB/sec VRT MNT CAPB	1	\$37.34																					
215																								

* A Return Merchandise Authorization Number (RMA#) has already been issued for this item. Please click on the RMA# for return options.

215

Fig. 4B



Title of Invention: System and Method for Initiating Returns Over a Network
Inventors' Name: Chalmers et al.
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Title of Invention: System and Method for Initiating Returns Over a Network

Inventors' Name: Chalmers et al.

Attorney Document Number: 18360/236825

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Order #8158499
Placed Tuesday, August 29, 2000

Please read our return policy for our return guidelines. All returns must include a return reason number (RMA#).

Request An RMA	sku 10212109 50X READER EIDE 630A 128K 85MS 6000KB/SEC VERT MNT CABLE
qty	1
reason for return	<input checked="" type="checkbox"/> Defective
action requested	<input checked="" type="checkbox"/> Credit
Opened	<input checked="" type="checkbox"/> 285
Unopened	<input type="checkbox"/> 290

All returned items will be examined upon receipt. If the item is not as described (i.e., not defective or opened), we may be unable to issue you a credit or send a replacement, and the product may be shipped back to you.

*If you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right away, we suggest that you request a credit and place a new order.

[return other items](#)

[Done](#) [Submit Ret...](#)

Fig. 4D

2010 Technology Audit

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<p align="center">Support > My Account > Submit Return</p>		
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<p>Please read our return policy for our return guidelines. All returns must include a return merchandise allowance (RMA).</p>		
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<p align="center">REQUEST AN RMA#</p>		
<p>All returned items will be examined upon receipt. If the item is not as described (i.e. not defective or opened), we may be unable to issue you a credit or send a replacement, and the product may be shipped back to you.</p>		
<p>* If you request a replacement, we will ship your replacement after we receive your returned product. If you need a replacement right away, we suggest that you request a credit and place a new order.</p>		
<p align="center">return other items</p>		
<p align="center">Email Print Submit Ret... Next Step</p>		

Title of Invention: System and Method for Initiating Returns Over a Network
 Inventors' Name: Chalmers et al.
 Attorney Document Number: 18360/236825

Fig. 4H

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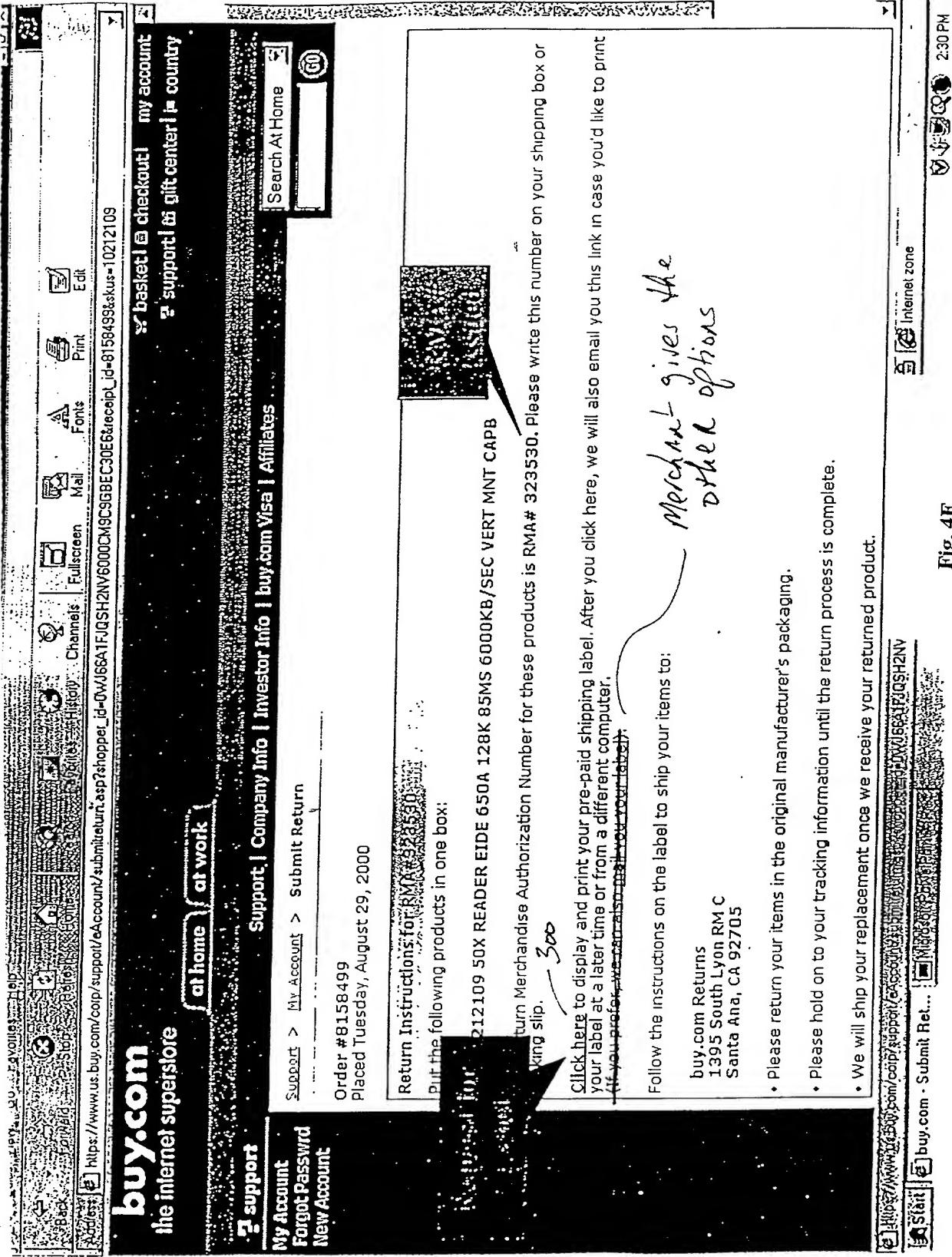


Fig. 4F

Title of Invention: System and Method for Limiting Retirees Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

Title of Invention: System and Method for Initiating Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

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Fig. 5A

Title of Invention: System and Method for Initiating
Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

305

351

352

353

360

365

370

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Fig. 5B

Title of Invention: System and Method for Initiating Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

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Page 1

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 2. **Fold the printed label at the dotted line.** Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
 3. **Getting Your Shipment to UPS**
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 - Ground, 3 Day Select, and Standard to Canada shipments must be dropped off at an authorized UPS location, or handed to a UPS driver. Pickup service is not available for these services. To find the nearest drop-off location, select the Drop-off icon from the UPS tool bar.
 - Air shipments (including Worldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar.
 - Click here to find your nearest [UPS Drop-off Location](#).

Customers with a Daily Pickup

- Your driver will pickup your shipment(s) as usual.

Fig. 6

**Title of Invention: System and Method for Initiating
Returns Over a Network**
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

```

<?xml version = "1.0"?>
<ReturnResponse>
    <Response>
        <TransactionReference>
            <CustomerContext>
                <XpciVersion Version = "1.0002"/>
            </CustomerContext>
        </TransactionReference>
        <ResponseStatus>
            <ResponseStatusCode>1</ResponseStatusCode>
            <ResponseStatusDescription>Success</ResponseStatusDescription>
        </ResponseStatus>
    </Response>
    <ShipmentResults>
        <ShipmentCharges>
            <TransportationCharges>
                <CurrencyCode>USD</CurrencyCode>
                <MonetaryValue>3.50</MonetaryValue>
            </TransportationCharges>
            <ServiceOptionsCharges>
                <CurrencyCode>USD</CurrencyCode>
                <MonetaryValue>3.50</MonetaryValue>
            </ServiceOptionsCharges>
            <TotalCharges>
                <CurrencyCode>USD</CurrencyCode>
                <MonetaryValue>7.00</MonetaryValue>
            </TotalCharges>
        </ShipmentCharges>
        <BillingWeight>  ← 525
            <UnitOfMeasurement>
                <Code>LBS</Code>
            </UnitOfMeasurement>
            <Weight>0</Weight>
        </BillingWeight>
        <ShipmentIdentificationNumber>IZ123BDS4561268F9L</ShipmentIdentificationNumber>  ← 530
        <PackageResults>
            <TrackingNumber>IZ123BDS4561268F9L</TrackingNumber>
            <TransportationCharges>
                <CurrencyCode>USD</CurrencyCode>
                <MonetaryValue>3.50</MonetaryValue>
            </TransportationCharges>
            <ServiceOptionsCharges>
                <CurrencyCode>USD</CurrencyCode>
                <MonetaryValue>3.50</MonetaryValue>
            </ServiceOptionsCharges>
            <TotalPackageCharges>
                <CurrencyCode>USD</CurrencyCode>
                <MonetaryValue>7.00</MonetaryValue>
            </TotalPackageCharges>
        </PackageResults>
    </ShipmentResults>
</ReturnResponse>

```

← 500

505 515 520 525 530 535

Fig. 7

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Attorney Docket Number: 18360/236825

-----Original Message-----

From: ShipperName(MERCH) [mailto:esc1cbf@ups.com]
Sent: Tuesday, March 06, 2001 11:50 AM
To: esc1gsc@ups.com
Subject: ReturnNotSubjectTest

1555

V

UPS Return Notification

Message:

This notice is to alert you that a shipment is in transit to:

ShipToAttnName(VENDOR)
ShipToCompanyName(VENDOR)
33 ShipToAddr1(VENDOR) ← 420
USShipToAddr2(VENDOR)
USShipToAddr3(VENDOR)
Atlanta, GA 30346

The shipment was processed on Tue Mar 06 11:49:57 EST 2001 by:

ShipFromAttnName(JOEC)
ShipFromCompanyName(JOEC)
11 ShipFromAddr1(JOEC) ← 415
USShipFromAddr2(JOEC)
USShipFromAddr3(JOEC)
Long Island City, NY 11101

This shipment was processed by UPS OnLine Tools.

To learn more about the benefits of shipping with UPS OnLine, please see:
<http://ec.ups.com>

Shipment Detail:

Tracking# for Shipment: 1ZF001008493498233 ← 315
Merchandise Description: MerchandiseDescriptionTest ← 460

Additional Detail:

UPS Service Level: Next Day Air ← 427
Shipment Weight: 4.0 LBS ← 430
RMA: abcdefg ← 470

You can track the shipment at any time from the following URL:

<http://wwwapps.ups.com/etracking/tracking.cgi?tracknum=1ZF001008493498233>
Or go to <http://wwwapps.ups.com/etracking/tracking.cgi>
and enter the tracking number.

Fig. 8A

Title of Invention: System and Method for Initiating
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```
<?xml version="1.0" ?>
- <ReturnNotificationEMail>
  - <Shipper>
    <Name>ShipperName(MERCH)</Name>
    <AttentionName>ShipperAttnName(MERCH)</AttentionName>
  - <Address>
    <AddressLine1>22 ShipperAddr1</AddressLine1>
    <City>Belle Mead</City>
    <StateProvinceCode>NJ</StateProvinceCode>
    <PostalCode>08502</PostalCode>
    <Country>US</Country>
  </Address>
  </Shipper>
  - <ShipFrom>
    <CompanyName>ShipFromCompanyName(JOEC)</CompanyName>
    <AttentionName>ShipFromAttnName(JOEC)</AttentionName>
  - <Address>
    <AddressLine1>11 ShipFromAddr1(JOEC)</AddressLine1>
    <AddressLine2>USShipFromAddr2(JOEC)</AddressLine2>
    <AddressLine3>USShipFromAddr3(JOEC)</AddressLine3>
    <City>Long Island City</City>
    <StateProvinceCode>NY</StateProvinceCode>
    <PostalCode>11101</PostalCode>
    <Country>US</Country>
  </Address>
  </ShipFrom>
  - <ShipTo>
    <CompanyName>ShipperName(MERCH)</CompanyName>
  - <Address>
    <AddressLine1>33 ShipToAddr1(VENDOR)</AddressLine1>
    <AddressLine2>USShipToAddr2(VENDOR)</AddressLine2>
    <AddressLine3>USShipToAddr3(VENDOR)</AddressLine3>
    <City>Atlanta</City>
    <StateProvinceCode>GA</StateProvinceCode>
    <PostalCode>30346</PostalCode>
    <Country>US</Country>
  </Address>
  </ShipTo>
  <Description>MerchandiseDescriptionTest</Description>
- <PackageWeight> ← 450
  - <UnitOfMeasurement>
    <Code>LBS</Code>
  </UnitOfMeasurement>
  <Weight>4.0</Weight>
</PackageWeight>
- <ReferenceNumber> ← 470
  <Code>75</Code>
  <Value>abcdefg</Value>
</ReferenceNumber>
<TrackingNumber>1ZF001008493498233</TrackingNumber>
</ReturnNotificationEMail>
```

Fig. 8B

Title of Invention: System and Method for Initiating Returns Over a Network
Inventors' Name: Chalmers et al.
Attorney Docket Number: 18360/236825

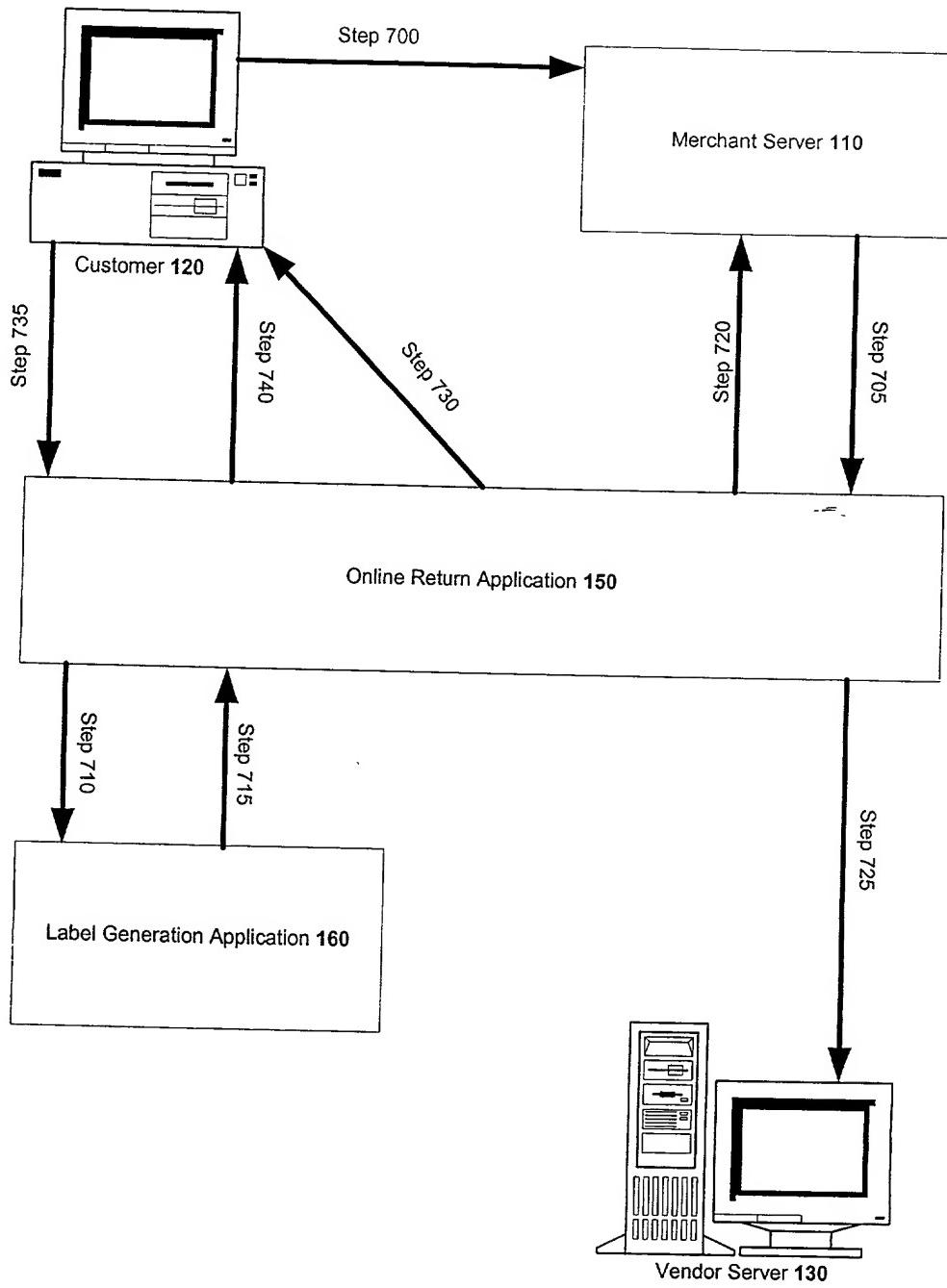


Fig. 9

Title of Invention: System and Method for Initiating Returns Over a Network
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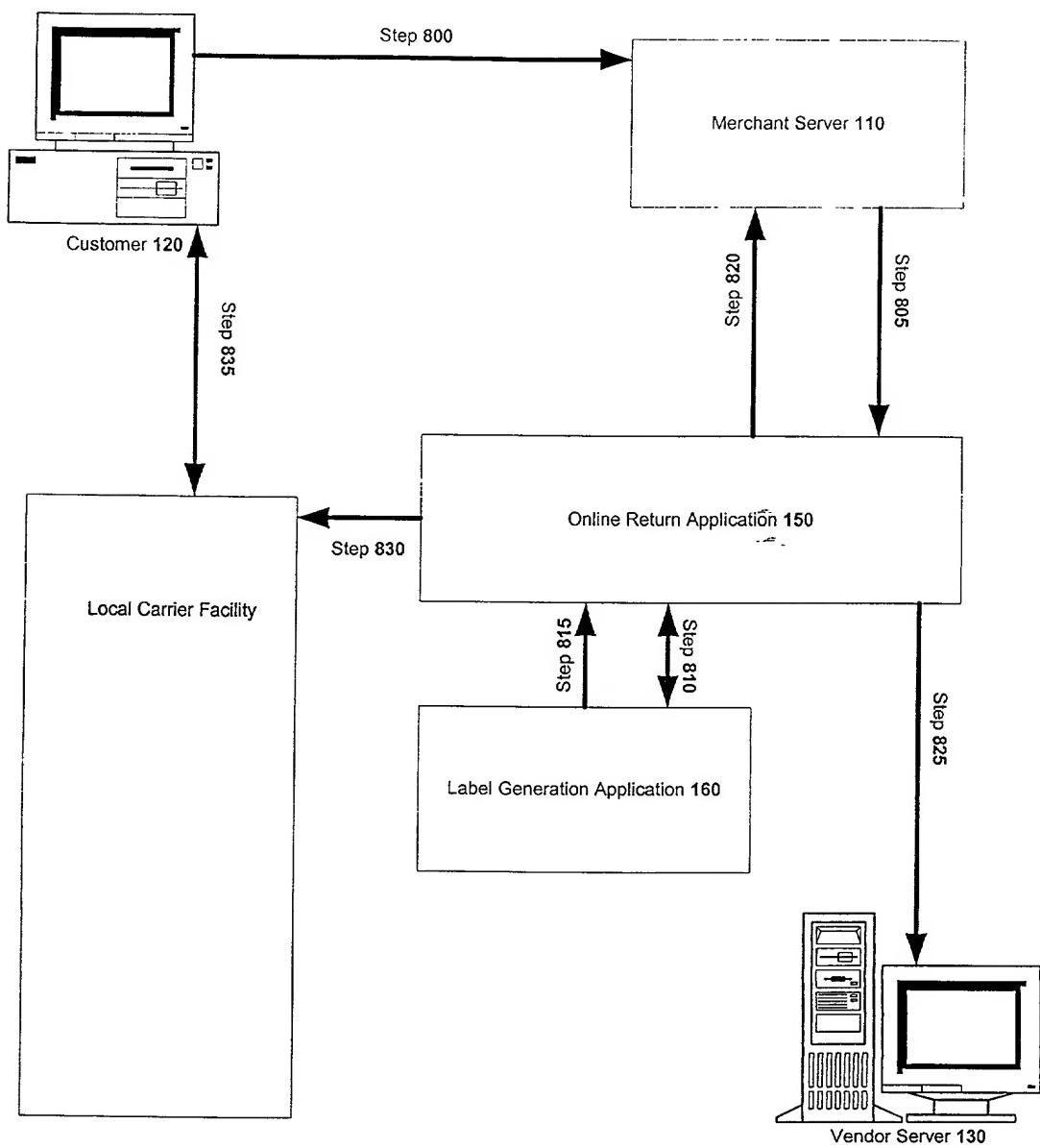


Fig. 10

**Title of Invention: System and Method for Initiating
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